



JW LED Inc. Warranty Policy

JW LED Product Warranty Policy

This warranty applies exclusively to JW LED products, which are thoroughly tested before packaging. The 5-year warranty period begins from the date of shipment. To ensure warranty validity, products must be installed by a licensed installer in approved environments and operated within specified temperature ranges, conditions, and rated voltage; damage from power surges will void the warranty. Should a properly installed and operated product fail within the warranty period, JW LED will replace the faulty components or fixture at no charge, though labor costs for installation are not covered. JW LED reserves the right to determine warranty coverage. For claims or inquiries, please contact our customer service department.

JW LED Replacement Process

Please contact JW LED by phone or email with details of the issues or defects you are experiencing. To assess warranty eligibility, JW LED requires a copy of the invoice on which the product was purchased. Depending on the circumstances, we may request photographs or require the defective unit to be sent to one of our facilities at the consumer's expense. Once the warranty claim is validated, JW LED will provide the necessary replacement components or fixture at no charge. JW LED reserves the right to determine whether a replacement part or a complete fixture is necessary.

Return Policy

JW LED accepts returns under the following conditions: the fixture must be in its original packaging and must not have been installed. To initiate a return, please ensure that the product is in its original, unused condition. Please note that a re-stocking fee may be applied to cover the costs associated with processing the return. For further details on how to return a product or to inquire about the applicable re-stocking fees, please contact our customer service department.